#### DO NOT TRANSPORT WITH WHEELS ON THE GROUND

The front motor and rear motor(s) in Cybertruck may generate power when the wheels spin. Always transport Cybertruck with all four tires off the ground. Ensure that the tires are unable to spin at any time during transport.



**WARNING:** NEVER TRANSPORT YOUR VEHICLE WITH THE TIRES IN A POSITION WHERE THEY CAN SPIN. DOING SO CAN LEAD TO SIGNIFICANT DAMAGE AND OVERHEATING. IN RARE CASES EXTREME OVERHEATING MAY CAUSE THE SURROUNDING COMPONENTS TO IGNITE.





Do not transport Cybertruck using any method that is not specified by Tesla. Adhere to the instructions provided here and observe all warnings and cautions. Damage caused by improper transporting of your vehicle is not covered by the warranty.

**NOTE:** Tesla is not liable or responsible for reimbursing services not dispatched through Tesla Roadside Assistance.

### Approved Methods for Transporting

A flatbed truck or comparable transport vehicle is the recommended method of transporting Cybertruck. Cybertruck can face either direction on the truck bed.



CAUTION: Use a flatbed truck with a bed that is at least 21 ft (6.5 meters) long (A). Before attempting to tow Cybertruck, always check the tow truck's recommended loading capacity against the gross vehicle weight rating (GVWR) of Cybertruck (see Dimensions, Weights, and Cargo Capacity on page 219) to ensure that the flatbed truck is capable.

Activate Transport Mode before repositioning Cybertruck (if necessary) and winching it onto a flatbed tow truck. For more information, see Activate Transport Mode on page 227.

If Cybertruck has no low voltage power, attempt to jump start the low voltage system first so that you can then activate Transport Mode. For more information about jump starting, see If Vehicle Has No Power on page 226.

- - **CAUTION:** Cybertruck uses steer-by-wire technology. As a result, you will be unable to use the steering wheel to turn the wheels if Cybertruck has no power.

**NOTE:** Do not transport Cybertruck with the front or rear wheels on dollies unless absolutely necessary for a short distance. If you are transporting Cybertruck on dollies, ensure that a steering wheel lock is applied and care is taken to prevent the front wheels from spinning.

- **CAUTION:** Before using dollies, check the manufacturer's specifications and recommended loading capacity against the vehicle weight rating and axle weight rating of Cybertruck, as specified by the vehicle certification label (see Vehicle Loading on page 216).
- **CAUTION: DO NOT TRANSPORT YOUR VEHICLE** IF THERE IS ANY CHANCE OF ANY OF THE WHEELS SPINNING.
- **CAUTION:** Tesla is not responsible for any damage caused by or during the transport of Cybertruck. including personal property damage or damage caused by using self-loading dollies or tire skates.
- **WARNING:** Cybertruck is equipped with high voltage and low voltage components that may be compromised as a result of a collision (see Electric Vehicle Components on page 171). Before transporting Cybertruck, it is important to assume these components are energized. Always follow high voltage safety precautions (wearing personal protection equipment, etc.) until emergency response professionals have evaluated the vehicle and can accurately confirm that all high voltage systems are no longer energized. Failure to do so may result in serious injury.

### If Vehicle Has No Power

If Cybertruck has no low voltage power:

- 1. Open the powered frunk. See Opening the Powered Frunk with No Power on page 232.
- 2. Jump start the low voltage battery. See Jump Starting on page 234.

Cybertruck must have low voltage power to open the doors from the outside or use the touchscreen.

WARNING: It may be more difficult to steer Cybertruck when the vehicle is being supported by an external low voltage power supply. The wheels may not be as responsive to the steering wheel as expected, and extreme caution should be taken when repositioning Cybertruck.

**CAUTION:** Cybertruck uses a 48V low voltage architecture. As a result, some functions may be unavailable or degraded if you are supporting Cybertruck with less than 30V (for example, another vehicle or a 12V portable jump starter).

**CAUTION:** Avoid using low voltage components of Cybertruck (such as the climate control system, cabin USB-C ports, lights, etc.) when the vehicle is being supported by an external low voltage power supply. Doing so may disable low voltage systems and make it necessary to jump start Cybertruck again.

**NOTE:** Tow providers: If the vehicle ran out of range, see Running Out of Range on page 231 for more information on transporting the vehicle to a charging station and preparing the vehicle to charge.

If you are unable to jump start Cybertruck and the touchscreen is not accessible, use tire skates to reposition the rear tires, keeping front tires on the ground. When using tire skates, be sure to use skates of sufficient size to avoid contact between the tire and the bed/pavement. Before using tire skates, always check the manufacturer's specifications and recommended loading capacity.

#### Disable the Self-Leveling Air Suspension System

**NOTE:** If Cybertruck has no low voltage power (or is being supported by an external low voltage power supply) you will not be able to enter Jack Mode.

Your Cybertruck is equipped with an air suspension system that automatically self-levels, even when the vehicle is "asleep" and the touchscreen is powered off. To prevent damage, you must activate Jack Mode to disable self-leveling:

- 1. Touch **Controls** > **Ride and Handling** on the touchscreen.
- 2. Press the brake pedal, and then touch **Medium** to maximize ride height.
- 3. Touch Controls > Service > Jack Mode.

**NOTE:** Jack Mode cancels if you touch the button again or when driving speed exceeds 4 mph (7 km/h).

#### Activate Transport Mode

Transport Mode keeps the parking brake disengaged while winching Cybertruck onto a flatbed truck. When active, Transport Mode displays a message indicating that the vehicle will remain free-rolling. The following are required to enable Transport Mode:

- Low voltage power. If Cybertruck has no low voltage power, attempt to jump start the low voltage system so that you can use the touchscreen to activate Transport Mode (see If Vehicle Has No Power on page 226).
- Cybertruck must detect a key. Transport Mode is available only when a key is detected.
- Ensure the vehicle is not connected to a charger. Transport Mode is not available if Cybertruck is still plugged in.

To activate Transport Mode:

- 1. Ensure the vehicle is in Park and that it is not connected to a charge cable.
- 2. Chock the tires and make sure Cybertruck is secure.
  - **WARNING:** Ensure that the wheels are secure and that Cybertruck has continuous low voltage support while it is in Transport Mode. If there is a loss of low voltage power (for example, if the low voltage battery does not self-recover before activating Transport Mode or if the external power supply becomes disconnected) there is a risk of rollaway.
- 3. Press and hold the brake pedal, and then on the touchscreen, touch **Controls** > **Service** > **Towing**. The touchscreen displays a message reminding you how to properly transport Cybertruck.
- 4. Touch **Transport Mode**. The **Transport Mode** button turns blue, and Cybertruck is now free-rolling and can slowly be rolled (no faster than walking speed) for short distances or winched.



To cancel Transport Mode, touch **Transport Mode** again.

**NOTE:** Transport Mode is only intended to allow for winching Cybertruck onto a flatbed truck or repositioning the vehicle out of a parking space. While in Transport Mode, the tires are allowed to rotate slowly (under 3 mph or 5 km/h) and for a very short distance (less than 30 feet or 10 meters). Exceeding these boundaries can lead to significant damage and overheating that is not covered by the warranty.

# **?** Instructions for Transporters

**NOTE:** If you are unable to activate Transport Mode (because, for example, the electrical system is not working and you are unable to jump start the low voltage system), use tire skates to reposition Cybertruck. Before doing so, always check the manufacturer's specifications and recommended loading capacity.

# Pull onto the Flatbed Truck From the Rear

To pull Cybertruck from the rear, use the tow hitch:

- 1. Chock the tires.
- 2. Remove the rear tow hitch cover. See Accessing the Trailer Hitch Assembly on page 115.
- 3. Attach the winch cable to the cutouts on either side of the tow hitch.



4. Activate Transport Mode. See Activate Transport Mode on page 227.

**NOTE:** If Cybertruck has no low voltage power, you will need to jump start it before activating Transport Mode. See If Vehicle Has No Power on page 226.

- 5. Remove the tire chocks.
- 6. Pull Cybertruck slowly onto the flatbed truck.
- 7. If Cybertruck is in Transport Mode, deactivate it by touching **Transport Mode** again.

# Pull onto the Flatbed Truck From the Front

To pull Cybertruck onto a flatbed truck from the front, use one or both of the square tow hooks beneath the front fascia:

- 1. Chock the tires.
- 2. Attach the winch cable to the tow hook(s). Either one or both tow hooks can be used.



3. Activate Transport Mode. See Activate Transport Mode on page 227.

**NOTE:** If Cybertruck has no low voltage power, you will need to jump start it before activating Transport Mode. See If Vehicle Has No Power on page 226.

- 4. Remove the tire chocks.
- 5. Pull Cybertruck slowly onto the flatbed truck.
- 6. If Cybertruck is in Transport Mode, deactivate it by touching **Transport Mode** again.

#### Secure the Tires

The vehicle's tires must be secured onto the flatbed using the eight-point tie-down method.

- Remove any wheel covers before securing the tires.
  - **CAUTION:** Failure to remove wheel covers before attaching tie-down straps may result in damage to the wheel covers.
- Ensure any metal parts on the tie-down straps do not touch the face of the wheels.
- Do not place tie-down straps over body panels or through the wheels.



### Instructions for Transporters $\widehat{\Upsilon}$



Tesla Roadside Assistance is available to you 24 hours a day, 365 days a year, for the duration of your warranty period. Tesla Roadside Assistance is also available to speak with roadside service professionals to answer any questions and explain the proper procedure for transporting your vehicle.

When contacting Tesla Roadside Assistance, please provide:

- The Vehicle Identification Number (VIN). The VIN is displayed when you touch **Controls** > **Software**. The VIN can also been seen by looking through the driver's side of the windshield.
- Your exact location.
- The nature of the problem.

If available in your region, you can also expedite your request, by choosing the Roadside Assistance option in the Tesla mobile app.

**NOTE:** For a detailed description of Tesla's Roadside Assistance policy, go to the support page on the Tesla web site for your region.

#### **Regional Phone Number(s)**

Canada: 1-877-79TESLA (1-877-798-3752)

Mexico: 800-228-8145

United States: 1-877-79TESLA (1-877-798-3752)

NOTE: The phone number is also available by touching Controls > Service.

**CAUTION:** It is your responsibility to monitor the state of the high voltage Battery and the remaining range of your vehicle. Do not assume that there is any range available when the range displayed on the touchscreen is at 0 miles (0 km) (or 0%). Damage to the low voltage battery due to running out of range is not covered by the warranty.

**NOTE:** In the unlikely event your vehicle runs out of range while driving, pull over when safe to do so and contact Tesla Roadside Assistance on page 230 or your preferred tow provider.

If Cybertruck runs out of range, the low voltage system is no longer supported – and when the low voltage battery runs out of power, the vehicle cannot charge. Therefore, the low voltage system must be supported by an external power supply to allow you to charge the High Voltage (HV) Battery. Once the vehicle begins charging, the external power supply is no longer required.

In the case of running out of range away from a charger, the tow provider should transport Cybertruck to the nearest charging station and unload the vehicle within the charging cable's reach. Once the vehicle is positioned next to a charger, follow these instructions:

**NOTE:** If the vehicle is being transported to a charger, make sure the tow provider does not leave until confirming that the vehicle's high voltage Battery is successfully charging.

- 1. Jump start the low voltage system (see Jump Starting on page 234). The low voltage battery must be jump started to support the high voltage Battery.
- 2. Wait a few minutes. Once the touchscreen powers on, plug the charge cable into Cybertruck to begin charging the high voltage Battery.
- 3. When Cybertruck begins to charge, disconnect the external power supply from the low voltage jump posts.

**WARNING:** Shut off the external power supply before removing either cable. Removing the cables while the external power source is active may cause arcing.

**NOTE:** If Cybertruck is still not able to shift into Drive after charging the high voltage Battery, the low voltage battery may need additional time to recover. Reconnect the charge cable, wait several minutes, disconnect the charge cable, and then try again.

Before transporting to a non-Tesla charger, ensure your vehicle is equipped with an adapter that accommodates the specific type of charging station you will be using. Even at a non-Tesla charger, you will need to jump start the low voltage system before you can begin charging. **CAUTION:** Always ensure Cybertruck has enough range for your drive, or for being stored for an extended period. Do not rely on the range estimates displayed on the touchscreen or mobile app as range can decrease faster than projected due to ambient temperature, driving habits, wind, vehicle settings (such as Sentry Mode), etc.

**NOTE:** Towing your vehicle as a result of running out of range is not covered by the warranty.

### $\widehat{\mathbf{v}}$ Opening the Powered Frunk with No Power

In the unlikely event that Cybertruck has no low voltage power, you will be unable to open the powered frunk using the touchscreen, mobile app, or powered frunk button.

It is necessary to open the powered frunk before attempting to jump start Cybertruck. For more information, see Jump Starting on page 234.

To open the powered frunk when Cybertruck has no power, you need a power source that provides between 9V and 16.5V (such as a 12V portable jump starter or another vehicle), or a power source that provides between 30V and 50V. A standard 9V battery may not have enough power to open the powered frunk if Cybertruck has no power. Instead, use a portable jump starter or another vehicle.

The steps below assume you are using an external low voltage power supply (such as a portable jump starter).

**NOTE:** The following steps do not open the powered frunk if Cybertruck is locked and has low voltage power.

1. Locate the front trunk access terminal beneath the front-left wheel well, behind the headlights.



2. Use your finger to loosen the cover, then pull it down and toward you to remove it and expose the terminals. The cover is attached to a loop of cable containing both the red positive (+) and the black negative (-) terminals.



3. Carefully pull the terminals out from the cavity.



- 4. Connect the low voltage power supply's red positive (+) cable to the red positive (+) terminal.
- 5. Connect the low voltage power supply's black negative (-) cable to the black negative (-) terminal.



**NOTE:** Applying external low voltage power to these terminals only releases the hood latches. You cannot charge the low voltage battery using these terminals. Do not leave the low voltage power cables connected to the terminals for more than 30 seconds – remove from the vehicle's terminals as soon as the hood latches.

- 6. If you are using a variable power supply, set the supplied voltage to a value between 9V and 16.5V or between 30V and 50V.
- 7. Turn on the external power supply (refer to the manufacturer's instructions). The latches are immediately released and you can now open the powered frunk to access the front trunk area.



8. Shut off the external power supply.



- 9. Disconnect both cables, beginning with the black negative (-) cable.
- 10. Feed the terminals back into the cavity and then press the cover gently but firmly back into place to ensure that it is secured.



# Ŷ Jump Starting

To jump start Cybertruck, use an external power source that is capable of supplying at least 12V, such as a portable jump starter or another vehicle.



**CAUTION:** When jump starting Cybertruck, use jump cables that are 30 ft. (9 meters) or less in length. Using cables that are longer than 30 ft. (9 meters) may result in damage to Cybertruck or to the external power source.

The steps below assume you are using an external low voltage power supply (such as a portable jump starter). If you are using another vehicle to jump start Cybertruck, follow the manufacturer's instructions.

WARNING: It may be more difficult to steer Cybertruck when the vehicle is being supported by an external low voltage power supply. The wheels may not be as responsive to the steering wheel as expected, and extreme caution should be taken when repositioning Cybertruck.

**CAUTION:** Cybertruck uses a 48V low voltage architecture. As a result, some functions may be unavailable or degraded if you are supporting Cybertruck with less than 30V (for example, another vehicle or a 12V portable jump starter).

**CAUTION:** Avoid using low voltage components of Cybertruck (such as the climate control system, cabin USB-C ports, lights, etc.) when the vehicle is being supported by an external low voltage power supply. Doing so may disable low voltage systems and make it necessary to jump start Cybertruck again.

**CAUTION:** Cybertruck cannot be used to jump start another vehicle. Doing so can result in damage.

**CAUTION:** Avoid short circuits when jump starting Cybertruck. Connecting cables to the wrong jump post, touching leads together, etc., can damage Cybertruck.

1. Open the powered frunk (see Opening the Powered Frunk with No Power on page 232).

2. Remove the maintenance panel by pulling it upwards to release the trim clips that hold it in place.



 Connect the external low voltage power supply's red positive (+) cable to the horizontal jump post mounted next to the brake fluid reservoir. The positive jump post is marked with a + sign.



- **CAUTION:** To avoid damaging Cybertruck, do not allow the positive cable to contact other metal components.
- Connect the external low voltage power supply's black negative (-) cable to the vertical jump post. The negative jump post is marked with a - sign. This jump post is used as a grounding location for the external support.



- 5. If you are using a variable power supply, set the supplied voltage to a value between 12V and 16.5V or between 30V and 50V.
- 6. Turn on the external power supply.
  - **CAUTION:** If you are using a variable power supply, do not change the supplied voltage while the cables are connected. Doing so may cause damage to the vehicle.
- 7. Open the driver door and ensure that the touchscreen is on and the low voltage system is responsive. This may take up to two minutes.

8. Ensure the touchscreen is on and that the low voltage system is responsive.

**NOTE:** If attempting to activate Transport Mode (to winch the vehicle onto a flatbed truck), leave the power supply connected continuously until the vehicle has been secured. For more information, see Activate Transport Mode on page 227.

9. Once external power is no longer required, shut off the external power supply.



**WARNING:** Shut off the external power supply before removing either cable. Removing the cables while the external power source is active may cause arcing.

10. Disconnect both cables, beginning with the black negative (-) cable.

**NOTE:** Cybertruck may not be able to shift into Drive until after the high voltage Battery has been charged and the low voltage system is able to recover fully. See Running Out of Range on page 231.

- 11. Replace the maintenance panel by placing it back in its original location and pressing down until it is secure.
- 12. Close the powered frunk (see Closing on page 59).

## $\widehat{\mathbf{v}}$ Opening Doors with No Power

In the unlikely event that Cybertruck has no low voltage power, you will not be able to open the doors from the interior by pressing the interior door open buttons. Instead, use the manual door releases.



**CAUTION:** Manual door releases are designed to be used only in situations when Cybertruck has no power. When Cybertruck has power, use the interior door open buttons.



**WARNING:** Do not use the manual door release while the vehicle is moving.

#### Opening a Front Door with No Power

To open a front door manually, pull up the manual door release located in front of the window switches and push the door open.



#### Opening a Rear Door with No Power

To open a rear door manually, perform the following steps:

1. Remove the rubber mat on the bottom of the rear door's map pocket.



2. Pull back the flap of plastic trim (if equipped), then pull the mechanical release cable forward and push the rear door open.

